

Mobile Radio Number Portability is the ONLY way to assure improved service quality by mobile telephone providers. It is the ONLY approach that is in the interests of the American public.

Like many other consumers, I was receiving poor service from my cell phone company. Reception was poor in many areas, calls did not go through, despite claims of service coverage. Voice mail was lost. I could have easily switched carriers, but that would have meant changing my cell phone number. The "cost" of that change: in notices that would have to be sent and resent, reprinting of letterhead, and the number of people who would not be able to reach me after a number change discouraged me from switching carriers. I held onto my number, and the poor quality service that went along with it for one year longer, until service problems became intolerable. I was a captive customer.

Verizon's petition should be denied. If mobile number portability is NOT enacted, mobile phone providers will have NO INCENTIVE to improve service. With my prior carrier (not Verizon) complaints were always handled politely, but service never improved. However, if every cell phone customer could change carriers without the cost of changing cell phone numbers, carriers would have to compete based on service quality and price.

Verizon's petition should be denied. It is not in the interests of the American consumer, will hurt service quality, stifle competition, and keep cell phone customers as captive users.

Only by enacting mobile number portability will service improve and the interests of the American public be served.